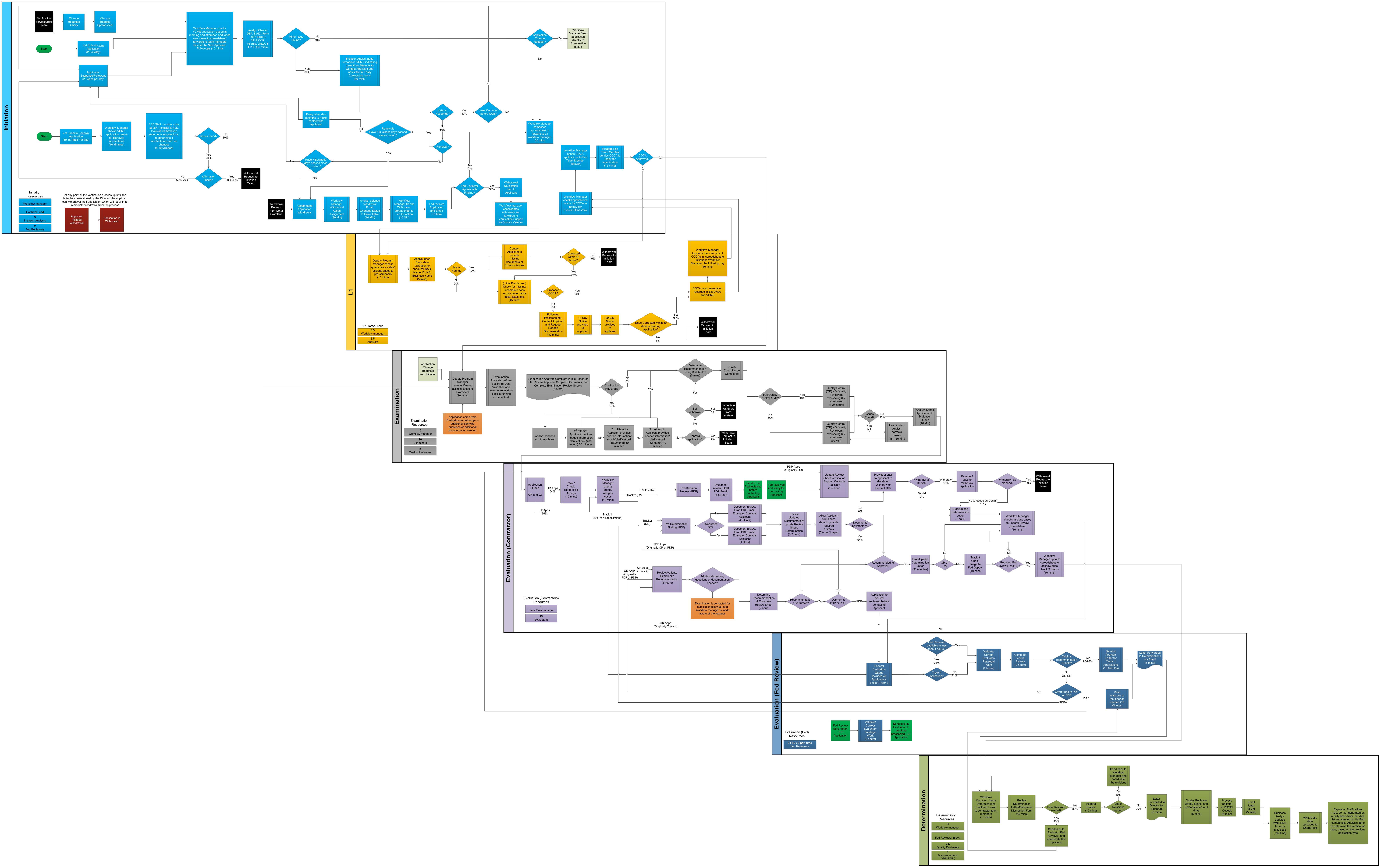
FOCUS REVIEW PROCESS MODEL PRE-QUALIFICATION COMPLEX **DECISION COMPLEX** INTAKE ASSESSMENT COMPLEX START PRE-QUALIFICATION COMPLEX Exit Exit N ~5.5% Case Coordinator Receives notification & assigns to team. Records in VCMS and spreadsheet. Email to CM Achievable Process Flow Version 0.9 1/7/2016 **Focus Review Model** 5 Days allowed 10/20/15 per call —4% Withdraw– Voluntary Withdrawal **DECISION SIMPLIFIED** PRE-QUALIFICATION SIMPLIFIED ASSESSMENT SIMPLIFIED START PRE-QUALIFICATION SIMPLIFIED START DECISION SIMPLIFIED Case Coordinator Assign case to Fed reviewer. Records in VCMS and Spreadsheet DIRECTOR Phone Call to Fed Reviewer to Resolve issue Portfolio Manager Reassigns to Assessor Notifies Assignment Manager and Assessor Records in VCMS and Spreadsheet Simplified Case Escalation (4) Sent Case Coordinator Assign case to Fed case coordinator 2/10/5 *Note: Consultation may occur between Case Analyst and Assessor without formal escalation 30% of the time. (10/60/20)



Achievable CVE PROCESS MODEL

